

**CITY OF SUNNYVALE  
SERVICE REVIEW PROCESS**

**Department Summary**

**Department:** Information Technology

**Program:** Information Technology Services Delivery/764

<b>No.</b>	<b>Service Name</b>	<b>Category Assignment (Staff)</b>	<b>Category Assignment (Council)</b>	<b>Council Comments</b>
1.	Technical Support	Core internal service		
2.	Infrastructure Services	Core internal service		
3.	Equipment Acquisition and Disposal	Core internal service		
4.	Mail Services	Core internal service		
5.	Print/Copy Service	Core internal service		
6.	Administer Telecommunications Franchises and Agreements	Legally mandated service: City Ordinance Core Internal		
7.	Administration and Management of Information Technology Services Delivery Activities	Core internal service		

**Program:** Major Software Application Development and Support

8.	Major Software Application Development and Support	Core internal service		
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